

WEEKLY MEDICAID LONG-TERM CARE PROVIDERS CALL MINUTES

Date: June 12, 2019

Time: 11:30 a.m.-12 p.m.

Facilitator: Rebecca Harris– Louisiana Medicaid

LDH Announcements	1. Eligibility renewal notices have been sent.
	2. All facilities should have received their list by now of their residents who are due for eligibility renewal. If a facility has not received this, please let Medicaid staff know as soon as possible.
	3. For trusted users submitting renewals through the partner portal, it is necessary to click on “Application”, as there is no “Renewal” button.
	4. Reminder: the Form 2-L is obsolete. Providers should not use or submit this form.
	5. There will be a call on June 13, 2019 about the trusted user registration process. Information on how to access the call will be posted on the LNHA Resource Library site. http://ldh.la.gov/index.cfm/page/3584
Responses to Website Inquiries	<p>Q: Will a decision letter be sent to the provider regarding co-pay when a resident changes eligibility status to Medicare with Medicaid co-pay coverage?</p> <p>A: Yes.</p>
Question and Answer Period	<p>Q: When we (providers) submit the renewal form as a trusted user, what is the proper way to submit the documents?</p> <p>A: Send the documents to LTCprocessing@la.gov . Be sure to include the member identification number on the documents. The electronic upload feature will be a part of the self-service portal within the next month.</p>
	<p>Q: Some of the residents on the list we received have already been renewed. Do we need to submit anything for those residents?</p>

	<p>A: Please send the list of residents who have already been approved to your analyst so Medicaid staff can pull the names and check for accuracy.</p>
	<p>Q: What is the status of the PLI solution?</p> <p>A: Medicaid started processing on June 10, 2019 and some may be in the queue waiting to be processed. For individual cases, providers should check with their analyst during their weekly one-on-one call.</p>
	<p>Q: For renewals, the letter the administrators received listed certain items that were needed for specific residents.</p> <p>A: There were two separate lists that went out for cases prior to June 1, 2019. The first list sent was for cases that closed due to renewals not being returned. The information must be provided in conjunction with the completed renewal, in order for the case to be reviewed for re-opening. The second list that was sent included the renewals currently up for renewal and haven't yet closed. They also must have the listed information provided in conjunction with the completed renewal to avoid closure.</p>
	<p>Q: When I initially registered, I put my email address instead of the administrator's and when I try to access the system, I get an error that there is already an account tied to that email address. What should I do?</p> <p>A: Please send an email to LNHATrustedusers@la.gov and ask for the correction to be made.</p>
	<p>Q: I have already submitted renewals for some of the people on the list I received. Do renewals have to be submitted for them again?</p> <p>A: Review the list of names with your analyst. If they have already been renewed, no further action is needed from the provider.</p>